

Housing Scrutiny Committee Presentation

**Council's benchmarking of the Tenant Satisfaction Measures and
Pilot Regulator of Social Housing work inspection framework**

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1. Context and Background

1. Context and Background – Social Housing Regulation Bill

- The Social Housing (Regulation) Bill will enact a set of measures to improve standards for people living in social housing. 1st and 2nd reading in HoP completed.
- It sets out a new regulatory framework for the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect.
- Many of the changes in the Bill are to be implemented by the Regulator for Social Housing (RSH) with TSMs forming part of this new framework.
- Tenant Satisfaction Measures (TSMs) are the new performance metric for all landlords.
- In addition to the TSMs, the RSH will also carry out regular “Ofsted style” inspections and investigate organisational complaints to ensure compliance with the new standards.

Tenant Satisfaction Measures (TSMs)

- There are **22 TSMs** – Govt published final TSMs in September 2022 after consultation
- TSMs came into force from 1st April 2023
- Applies to all social landlords in England with over 1,000 properties
- Regulator for Social Housing (RSH) will monitor performance and standards through these measures – standard and consistent measure across the social housing sector
- Annual reporting requirement – RSH will publish results, incl. name & shame,
- RSH powers to impose unlimited fines, remedial action orders, compensation
- Council's with TMOs/Partners, are responsible for collecting and reporting on all TSMs
- Landlords must share the results with their residents
- Reporting year runs from 1st April to 31st March
- Results timetable, 1st year submitted by Summer 2024 - results published Autumn 2024
- Procurement of full TSM annual survey underway – Summer 2023 survey

Tenant Satisfaction Measures (TSMs)

	TSM Themes				
Overall satisfaction	Keeping properties in good repair	Maintaining building safety	Respectful and helpful engagement	Complaints handling	Responsible neighbourhood management
Overall satisfaction with the service provided by the landlord.	Satisfaction with repairs.	Gas safety checks.	Satisfaction that the landlord listens to tenant views and acts upon them.	Satisfaction with the landlord's approach to handling of complaints.	Satisfaction that the landlord keeps communal areas clean and well-maintained.
	Satisfaction with time taken to complete most recent repair.	Fire safety checks.	Satisfaction that the landlord keeps tenants informed about things that matter to them.	Complaints relative to the size of the landlord.	Satisfaction that the landlord makes a positive contribution to neighbourhoods.
	Satisfaction that the home is well-maintained.	Asbestos safety checks.	Agreement that the landlord treats tenants fairly and with respect.	Complaints responded to within Complaint Handling Code timescales.	Satisfaction with the landlord's approach to handling anti-social behaviour.
	Homes that do not meet the Decent Homes Standard.	Water safety checks.			Anti-social behaviour cases relative to the size of the landlord.
	Repairs completed within target timescale.	Lift safety checks.			
		Satisfaction that the home is safe.			

x 12
x 10

Collected by Tenant Perception Surveys

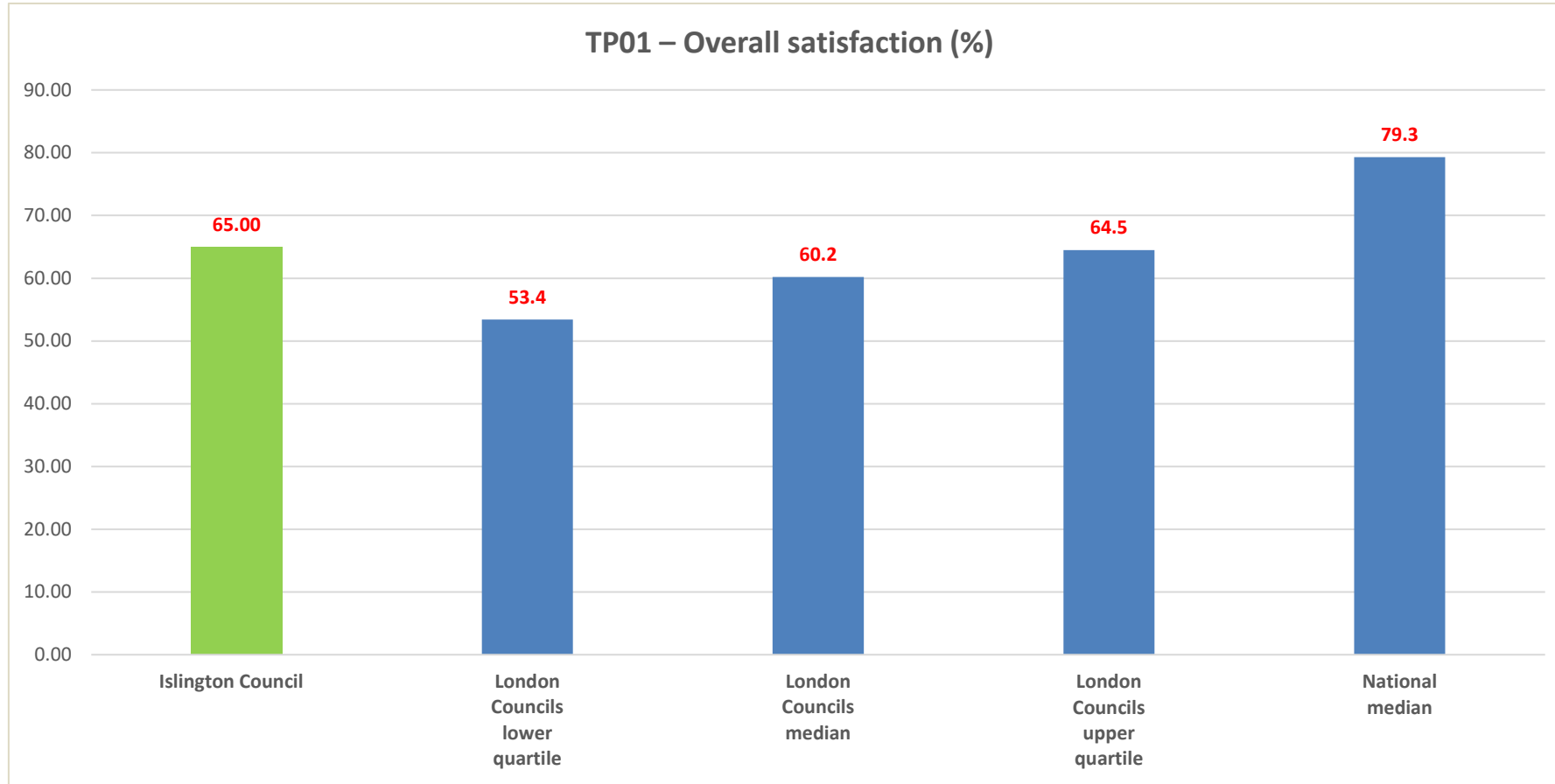
Collected by Landlord Management Information

2. TSM Benchmarking Analysis

Context and background

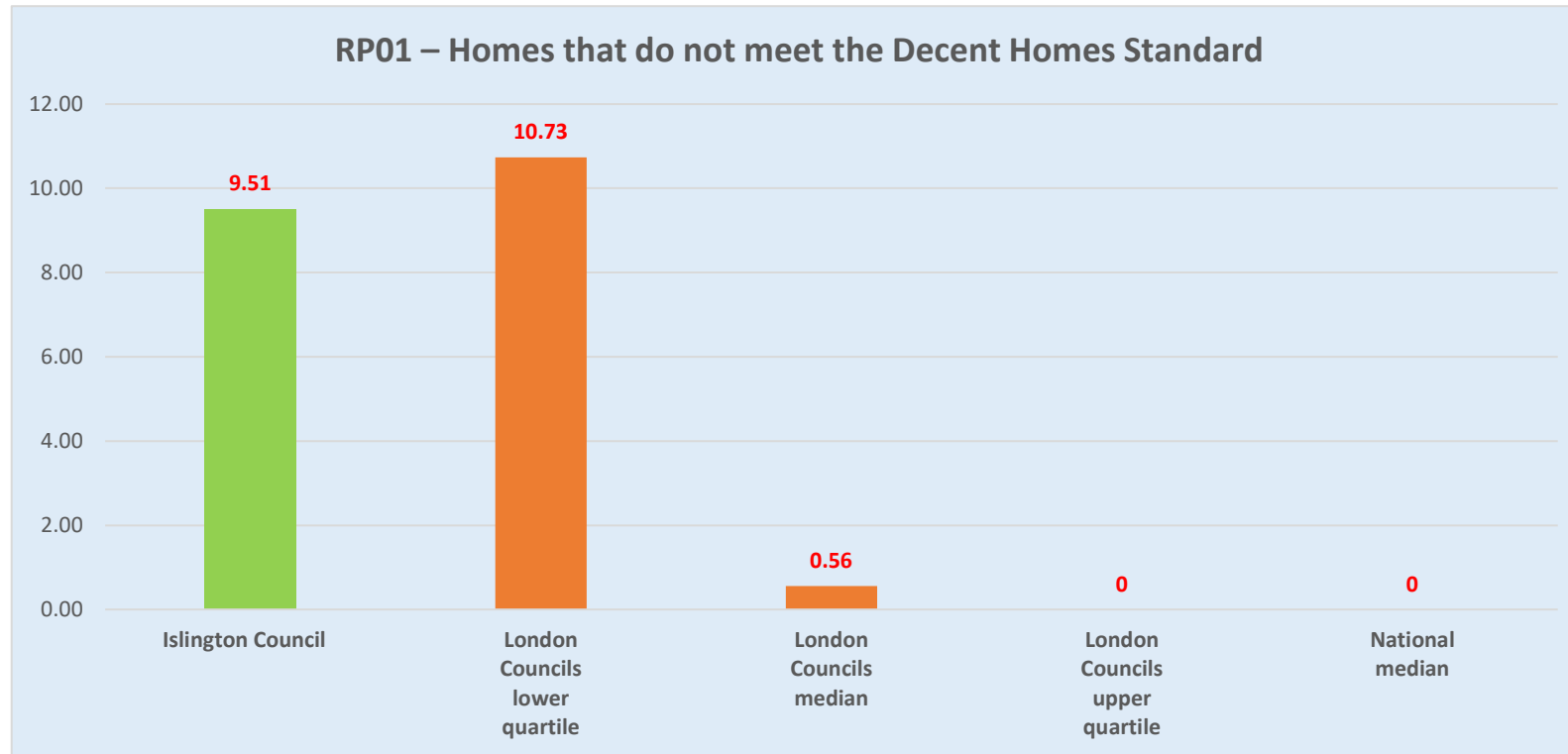
- Earlier this year, London Housing Directors' Group commissioned Housemark to undertake a survey of stock-holding London borough Tenant Satisfaction Measures (TSMs). The Housemark report was finalised and published in March 2023.
- The March 2023 report surveyed boroughs on the twenty-two TSMs that social landlords were required to collect from 1 April 2023. It follows, and where possible tracks, a previous report written in January 2022 and compares **26** London boroughs' performance to average performance of **280** social landlords nationwide.
- Data for twenty-six London boroughs is included but their responses are anonymised. Not all authorities provided responses to all questions.

Overall satisfaction



LBI scores 65% for overall satisfaction measure. Comparatively, this falls within the London Councils upper quartile, but significantly lower than the national average of 79.3%. London Councils generally fared poorly for overall satisfaction measure against the national average, and this is an area for improvement.

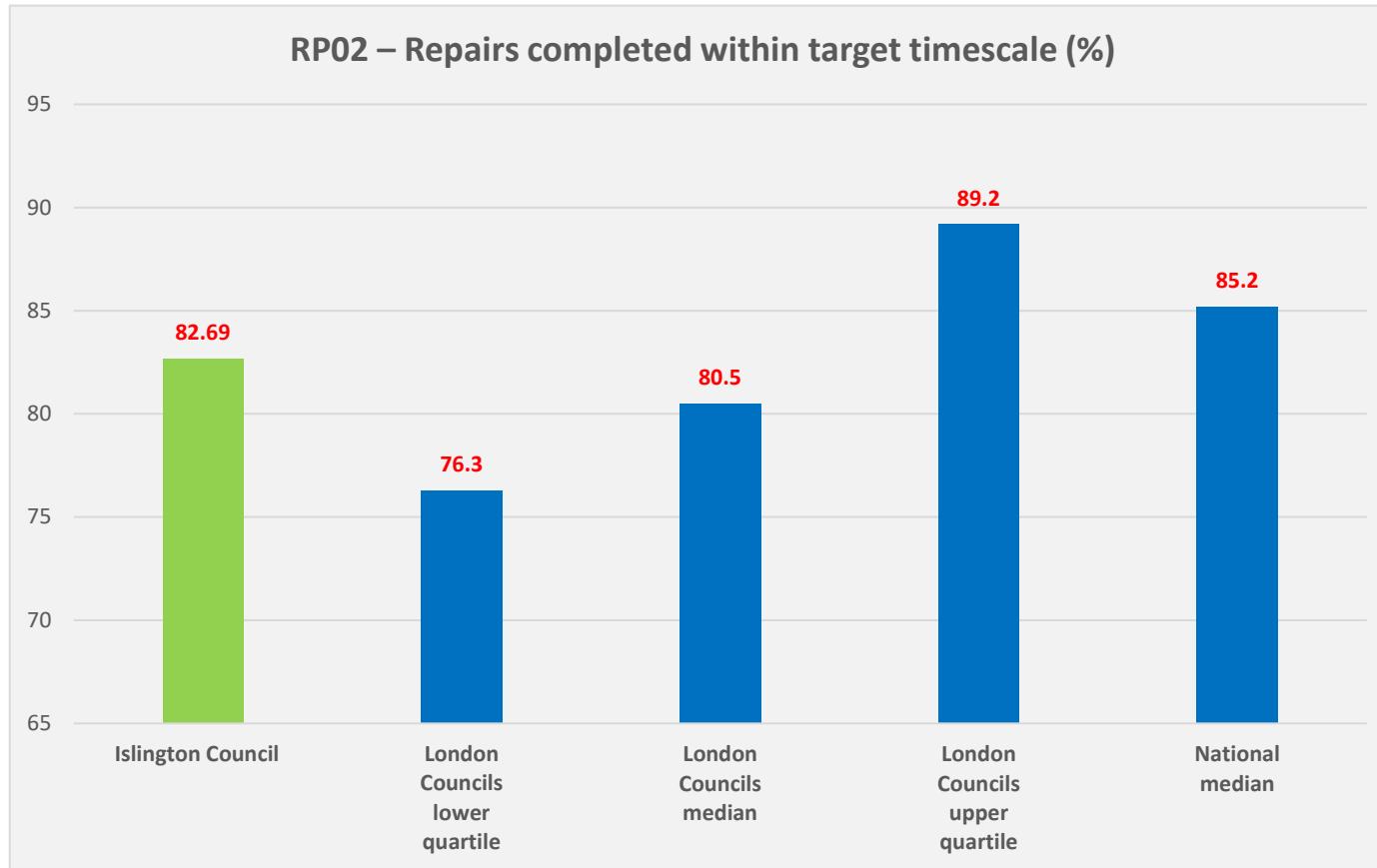
Decent Homes Standard



The LBI score for the number of homes that do not meet the Decent Homes Standard is 9.51%, which comparatively, falls within the London Councils lower quartile.

In contrast, the national average and London Councils upper quartile is zero (0%), suggesting (nationally and on average) all homes meet the Decent Homes Standard.

Repairs Performance

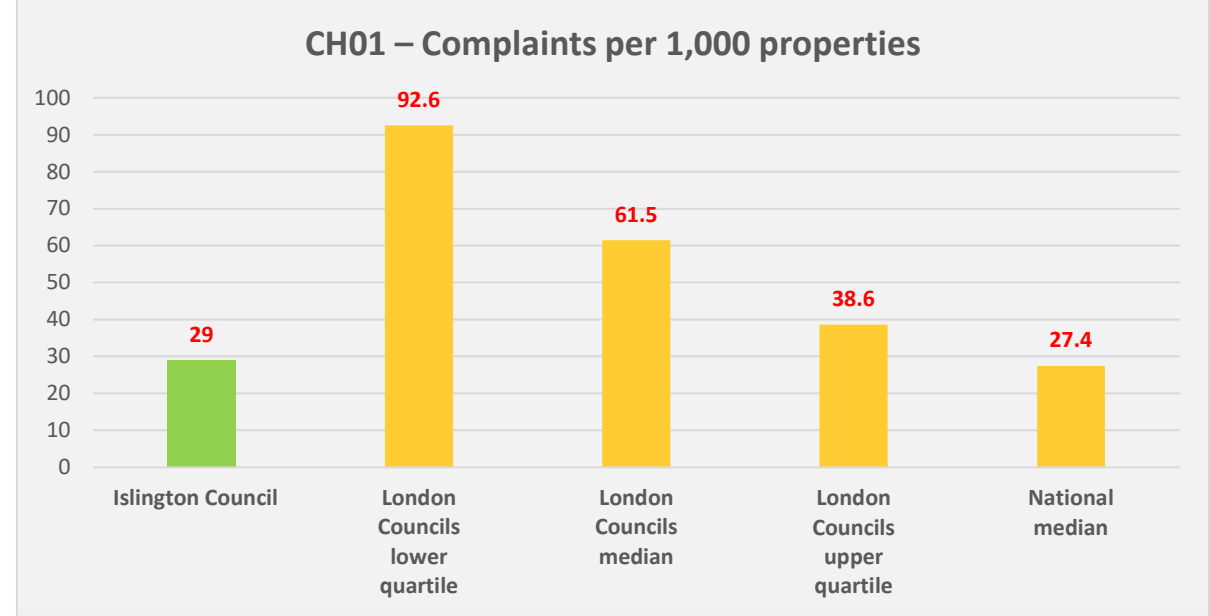
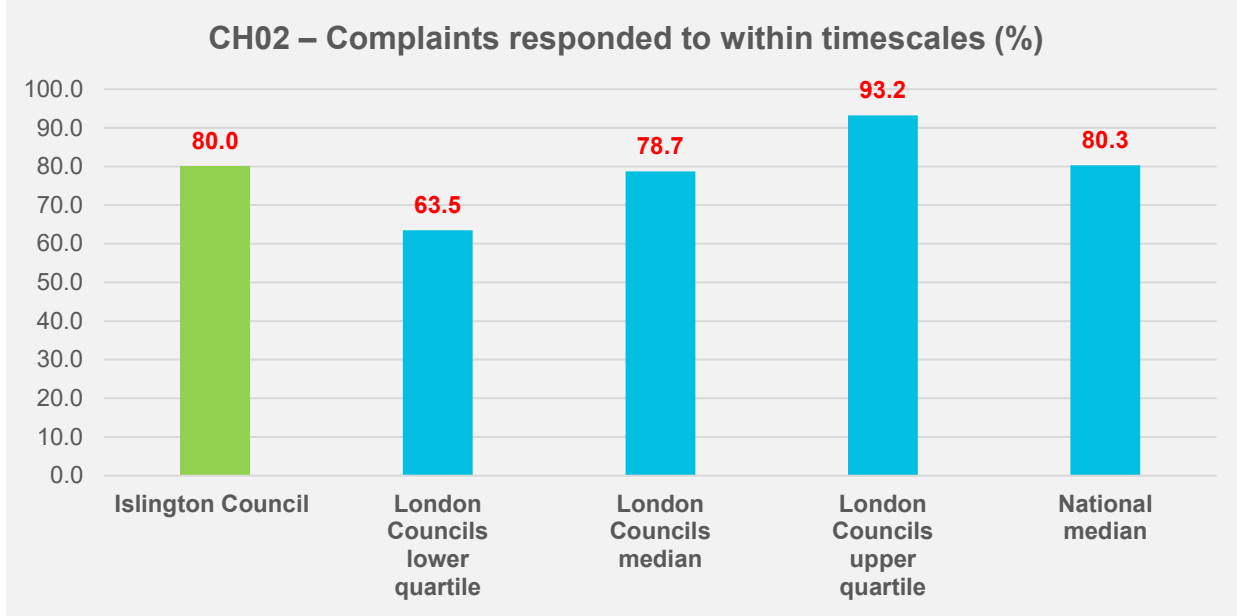


The LBI score for repairs completed within target timescales is 82.69%, which comparatively falls between the London Councils median and upper quartile.

It should be noted that the LBI repairs figure is an average of three different repairs figures, namely (i) Emergency, (ii) Urgent and (iii) routine.

The London Councils upper quartile figure sits at 89.2% with the national average at around 85%. LBI outperforms against the London Council's lower and median quartile and sits just below the national average.

LBI complaints - TSM London Councils Benchmarking



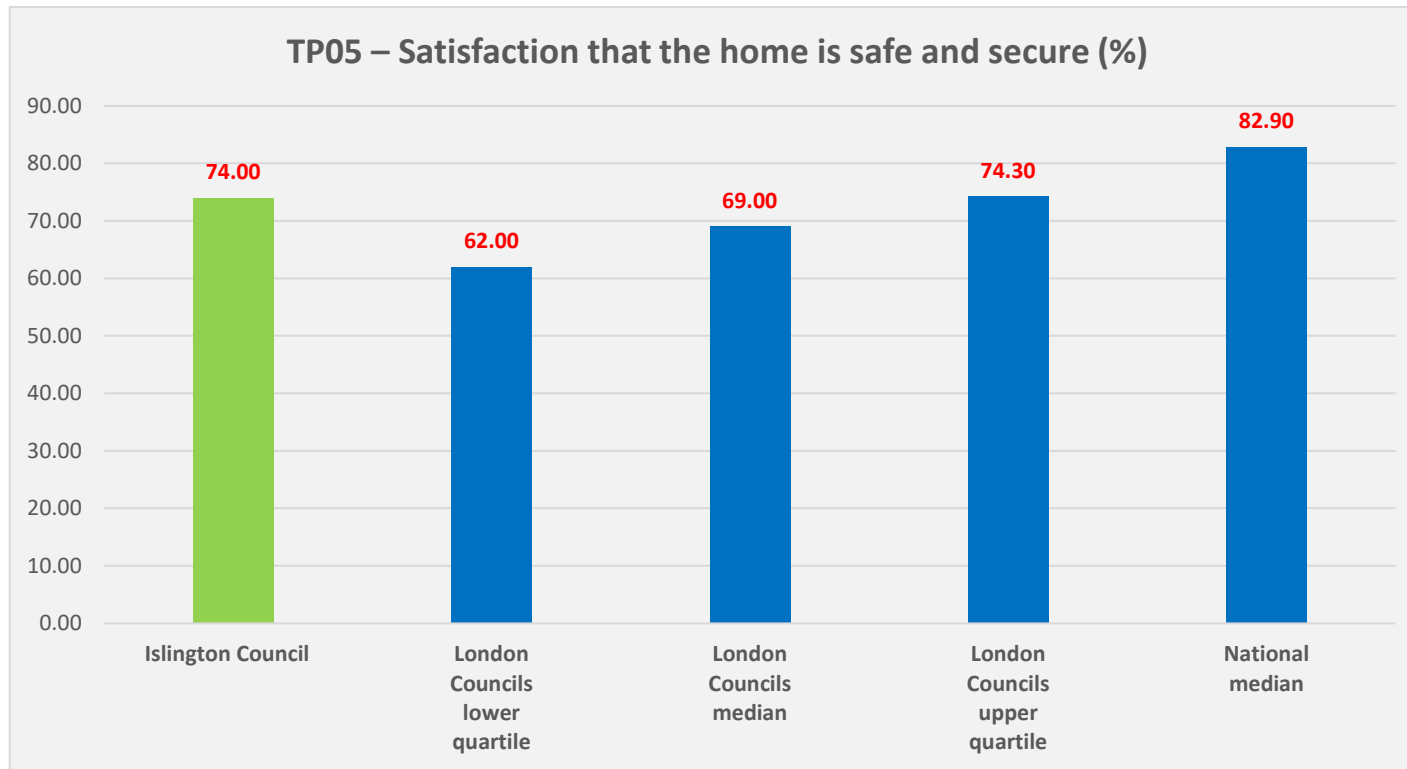
LBI scores 80% for complaints responded to within timescales (stage 1), which comparatively falls within the London Councils median quartile and the national average. The London Councils upper quartile score sits at 93.2% which is considerably higher than the LBI score and the national average.

Contextually, the total number of complaints in London has increased by 20% from the previous year and this is representative of the fact that the sheer volume of properties in London is higher, and as such the complaints teams are seeing a greater demand for their services.

LBI scores favourably in the number of complaints per 1,000 properties at 29, which is in line with the national average. Comparatively the London Councils lower quartile scores this at 92.6 and the upper quartile at 38.6.

This would indicate the LBI responds to a lower proportion of complaints based on the total number of properties it manages.

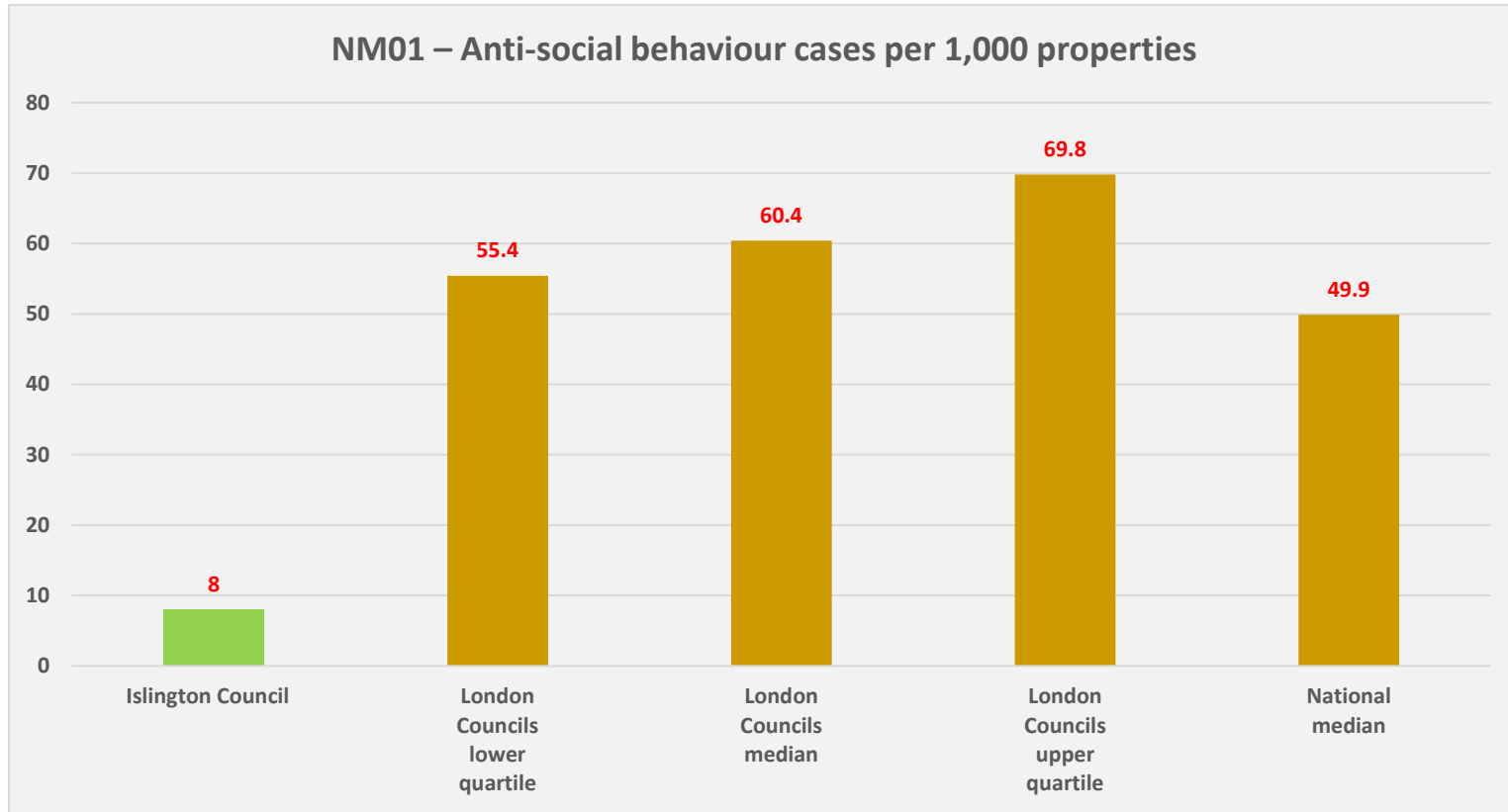
Satisfaction that home is safe and secure



The LBI score for satisfaction that the home is safe and secure is 74%, which comparatively falls within the London Councils upper quartile, but lower than the national average at almost 83%.

Contextually, resident perception will vary from London and inner-city areas to more rural areas, as local crime rates and other factors will differ considerably.

ASB cases



For the number of ASB cases per 1,000 properties, LBI scores favourably at 8.

Comparatively, the national average is nearly 50 with London Councils lower and upper quartiles scoring at 55.4 and 69.8 respectively.

Whilst this appears encouraging, the caveat would be that LBI has only recently started collecting and reporting on this specific metric, and therefore we need to exercise caution until we have at least two quarters worth of data to see a fuller and more accurate and up to date picture in this area.

3. Pilot RSH Inspection Framework

LBI Pilot Inspection Framework

- LBI taking part in RSH Pilot Inspection Framework
- Process started in May 2023
- Initial contextual information and documentation has been provided:
 - *1. The Council's Provision of Housing*
 - *2. Council's Operational Management Structure*
 - *3. Council's Governance Structure*
 - *4. Council's Strategy and Long Term Plans (inc. HRA Business Plan)*
 - *5. Tenant Involvement in Decision Making (Resident Engagement)*
- RSH will review and request further information within 2 weeks
- Arrangements will then be made for RSH to attend site/visit estates, meet with staff and interview key stakeholders (senior managers and Cllrs)

Pilot Inspection and benefits

Pilots Inspections

- RSH announced first wave of Pilot inspections in 2022 with seven landlords
- 2nd Wave of Pilot Inspections announced in April 2023 with four landlords
- The pilots will enable the regulator to ***test and refine its approach to consumer inspections***, before rolling them out to social landlords from April 2024.
- The regulator will continue its work to prepare for new consumer regulation over the next 12 months.
- Another key milestone will come in summer 2023, when the regulator intends to launch its consultation on the revised consumer standards.

Benefits

- Identifying areas for improvement before an actual inspection
- Assessing the effectiveness of service delivery and quality assurance processes
- Identifying gaps in compliance with regulatory requirements
- Improving staff understanding of regulatory requirements
- Boosting staff confidence in handling actual inspections
- Improving customer care/experience and outcomes
- Boosting resident confidence that landlord is compliant and offering excellent services – *increase satisfaction!*

LBI Pilot Inspection

- We have sent detailed information to the RSH, and they are very impressed with our submission. The RSH have assessed this information and they believe the submission is highly professional compared to other submissions
- We are the only large Local Authority Landlord to participate in this pilot work
- We will receive further documentation requests in two weeks' time
- We will have a meeting to scope this work out with the RSH in two weeks
- The RSH are aware of the Housing Ombudsman investigation work at Islington, and they are liaising together
- The RSH will inspect the service during the last week in July or the first week in August
- The RSH will wish to meet with the Chief Executive, Leader of the Council, Executive Member for Homes and Communities, the Corporate Director of Homes and Neighbourhoods, Stuart Fuller, Matt, Mike, the Complaints Team
- They will want to visit one of the Community Drop in sessions
- The RSH will view the Housing Scrutiny in July and the Executive in July
- There is no format - they are making this up as they develop this work – testing and refining the process
- We will not receive a grading, but we will receive an action plan
- The RSH are very happy Islington is piloting this work
- The key areas are tenants' views and empowerment, Health and Safety, Repairs and complaints

4. Other improvement work in H&N

Other key improvement work programmes – H&N

- Comprehensive Repairs Review
- HQN Complaints Review
- HQN Critical Friend Review
- Damp and Mould Taskforce and Framework
- Service Improvement Board (SIB) – 6 workstreams plus, B&FS Board
- Mystery Shopping of services
- Tenant Voice and increasing Resident Engagement and Involvement
- TPAS accreditation
- Housemark Benchmarking Clubs

Thanks for listening....

